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<td>30</td>
<td>Transaction Details Fields (for Confirm Offer)</td>
<td>23</td>
</tr>
<tr>
<td>31</td>
<td>Transaction Details (for Call Best &amp; Final)</td>
<td>24</td>
</tr>
<tr>
<td>32</td>
<td>Transaction Details Fields (for Call Best &amp; Final)</td>
<td>24</td>
</tr>
<tr>
<td>33</td>
<td>Transaction Details (for Respond Best &amp; Final)</td>
<td>25</td>
</tr>
<tr>
<td>34</td>
<td>Transaction Details Fields (for Respond Best &amp; Final)</td>
<td>25</td>
</tr>
<tr>
<td>35</td>
<td>Transaction Details (for Cancel Offer)</td>
<td>27</td>
</tr>
<tr>
<td>36</td>
<td>Transaction Details Fields (for Cancel Offer)</td>
<td>27</td>
</tr>
<tr>
<td>37</td>
<td>Transaction Details (for Confirm Cancel)</td>
<td>28</td>
</tr>
<tr>
<td>38</td>
<td>Transaction Details Fields (for Confirm Cancel)</td>
<td>28</td>
</tr>
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<td>Create Bid and Offer—Car Details</td>
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<td>31</td>
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<td>Bid &amp; Offer Result—Message sent successfully</td>
<td>33</td>
</tr>
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<td>45</td>
<td>Create Bid and Offer Showing Option to Download Cars in Error</td>
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Learning about Car Hire Rate Negotiation Self Service

Car Hire Rate Negotiation Self Service (also referred to simply as Car Hire Rate Negotiation or abbreviated as CHRNSS) is a web-based application that enables authorized users to:

- Make original offers
- Make counter offers
- Confirm offers
- Call best & final offers
- Respond to best & final offers
- Cancel offers
- Confirm offer cancelations
- View open, closed, and expired offers on the dashboard
- Upload equipment for offers with CSV Upload

Overview

Car Hire Rate Negotiation is the process used by railroads to negotiate car hire rates for the use of equipment. Historically, car hire, or compensation that is paid to an owner for use of a car, was based on a formula that was prescribed by the ICC (now the Surface Transportation Board). Beginning in 1994, the STB ordered that a market-oriented approach to setting car hire rates be adopted.

Each Monday, the Association of American Railroads (AAR) publishes the weekly broadcast list, which lists cars that have entered or exited the Deprescription system, during the previous seven days. Along with the car mark and number, AAR equipment type code, and default rates, each record contains an indicator identifying which type of activity has occurred. This activity is related to either a car first entering the Umler system, or a car that has been deleted from the Umler system.

System Requirements

For information about the system requirements of Railinc web applications and for information about downloading compatible web browsers and file viewers, refer to the Railinc UI Dictionary.

Accessing the Railinc Customer Success Center

The Railinc Customer Success Center provides reliable, timely, and high-level support for Railinc customers. Representatives are available to answer calls and respond to emails from 7:00 a.m. to 7:00 p.m. Eastern time, Monday through Friday, and provide on-call support via pager for all other hours to ensure support 24 hours a day, 7 days a week. Contact us toll-free by phone at 877-RAILINC (1-877-724-5462) or send an email directly to csc@railinc.com.
Getting Started

The CHRNSS application uses Railinc Single Sign On (SSO) to manage permissions. To access SSO, view the Railinc portal at http://www.railinc.com. The SSO login is located at the upper right of the page.

Registering to Use Railinc SSO

Each CHRNSS user must register to use Railinc Single Sign On. If you are not already registered, refer to the Railinc Single Sign On User Guide for more information. Once you have completed SSO registration, request access to CHRNSS within SSO.

Requesting Access to CHRNSS

After you receive authorization to use Railinc SSO, you must request general access to CHRNSS by following instructions in the Railinc Single Sign On User Guide.

Your level of access and authorization for CHRNSS is determined when you request access through Railinc Single Sign On. Exhibit 1 shows a complete list of CHRNSS roles as seen in SSO.

Exhibit 1. User Roles and Tasks

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car Hire Rate Neg. User</td>
<td>The Car Hire Rate Neg. User role is for the user to create and view bid and offer transactions submitted by their User ID.</td>
</tr>
</tbody>
</table>

Your assigned user role determines what functions you can perform. User roles are assigned by Railinc or by your company administrator through the Single Sign On interface (see Exhibit 2).

Exhibit 2. CHRNSS Request Permission

Once you receive e-mail notification of access, you can log on and begin using CHRNSS.

Note: If you have any trouble accessing CHRNSS, contact us by Accessing the Railinc Customer Success Center.
Logging In

Use the following procedure to log into CHRNSS:

1. Open your internet browser.

2. Enter the following URL: http://www.railinc.com. The Railinc Welcome page is displayed (Exhibit 3).

3. In the Customer Login panel, enter your User ID and Password. Select Login. The Railinc Launch Pad is displayed (Exhibit 4).

4. Under Your Applications, select Car Hire Rate Negotiation. The CHRNSS Home page is displayed (Exhibit 5).
**Exhibit 5. CHRNSS Home Page**

Select the Open Offers, Closed Offers, or Expiring Offers status box or one of the notification links to view offers.

Continue by selecting an offer status box, a notification, or a CHRNSS application menu item (refer to Exhibit 6).

**Exhibit 6. CHRNSS Application Menu Functions**

- **Bid and Offer**: Opens the Bid and Offer menu, which allows you to create an offer.

- **Queries**: Opens the query page allowing you to select either a Bid Offer or Car Hire Accounting Rate Master (CHARM) query.

- **Documentation**: Opens the documentation menu with options to download this user guide or a list of FAQs.
Viewing and Managing Offers

Direct links on the Home page allows users to view all open, closed or expiring offers (see Exhibit 5). The number that appears as part of the link reflects the number of offers available for your company.

View Open Offers

Use the following procedure to view open offers:

1. If not already on the CHRNSS Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select the open offers list to view all open offers. The list of Open Offers is displayed (Exhibit 7). Any offers in a Best and Final status appear with a yellow/gold highlighting.

3. Results can be filtered by using the available filter input field. Results are reduced based on any matching input characters.

4. If you want to export the displayed offers as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

5. Select a listed open offer to view its details. The Offer Details page is displayed with the Equipment tab revealed (Exhibit 8).
6. If you want to export the displayed equipment as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

7. If you want to create an offer in response to the displayed offer, select the appropriate offer type from the offer drop-down (Exhibit 9) and then select the Go button.

Exhibit 9. Offer Drop-down

- For a Counter Offer, see Counter Offer.
- For Confirm/Concur, see Confirm (Concur) Offer.
- For Call Best & Final, see Call Best & Final.
- For Respond Best & Final, see Respond Best & Final.
- For Cancel, see Cancel Offer.
- For Confirm Cancel, see Confirm Cancel.
8. Select the Transaction History tab to view the history of the displayed offer. The Transaction History tab is displayed (Exhibit 10).

Exhibit 10. Offer Details (Transaction History tab)

9. If you want to export the displayed transaction history as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

10. Select either the X in the upper right corner or the Close button to close the Offer Details page.
View Closed Offers

Use the following procedure to view closed offers:

1. If not already on the Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select the closed offers list to view all closed offers. The list of Closed Offers is displayed (Exhibit 11). Any offers in a Best and Final status appear with a yellow/gold highlighting.

Exhibit 11. Closed Offers

3. Results can be filtered by using the available filter input field. Results are reduced based on any matching input characters.

4. If you want to export the displayed offers as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

5. Select a listed closed offer to view its details. The Offer Details for a Closed Offer page is displayed with the Transaction History tab revealed (Exhibit 12).
6. If you want to export the displayed transaction history as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

7. If you want to create a copy of the offer, select the Go button (see Bid and Offer).

8. Select the Equipment tab to view the equipment of the displayed offer. The Offer Details for a Closed Offer (Equipment tab) is displayed (Exhibit 13).
9. If you want to export the displayed equipment as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

10. Select either the X in the upper right corner or the Close button to close the Offer Details page.
View Expiring Agreements

Use the following procedure to view expiring agreements:

1. If not already on the Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select the expiring agreements list to view all expiring agreements. The list of Expiring Agreements is displayed (Exhibit 14). Any offers in a Best and Final status appear with a yellow/gold highlighting.

Exhibit 14. Expiring Agreements

<table>
<thead>
<tr>
<th>Sending Road</th>
<th>Bid Offer #</th>
<th>Owner Mark</th>
<th>User Mark</th>
<th>Offer Type</th>
<th>Car Type</th>
<th>Mech Dep</th>
<th># of Cars</th>
<th>Effective Date</th>
<th>Expiration Date</th>
<th>New Offer Exists</th>
</tr>
</thead>
<tbody>
<tr>
<td>LRS</td>
<td>164130</td>
<td>LRS</td>
<td>C4SY</td>
<td>SpecialMarket</td>
<td>F483</td>
<td>FBC</td>
<td>20</td>
<td>2015-06-01</td>
<td>2016-02-29</td>
<td>-</td>
</tr>
<tr>
<td>LMS</td>
<td>164140</td>
<td>LMS</td>
<td>GS7W</td>
<td>SpecialMarket</td>
<td>F483</td>
<td>FBC</td>
<td>20</td>
<td>2015-06-01</td>
<td>2016-02-29</td>
<td>-</td>
</tr>
<tr>
<td>LRS</td>
<td>164150</td>
<td>LRS</td>
<td>M4RV</td>
<td>SpecialMarket</td>
<td>F483</td>
<td>FBC</td>
<td>20</td>
<td>2015-06-01</td>
<td>2016-02-29</td>
<td>-</td>
</tr>
<tr>
<td>LRS</td>
<td>164160</td>
<td>LRS</td>
<td>TR</td>
<td>SpecialMarket</td>
<td>F483</td>
<td>FBC</td>
<td>20</td>
<td>2015-06-01</td>
<td>2016-02-29</td>
<td>-</td>
</tr>
<tr>
<td>TR</td>
<td>166100</td>
<td>TR</td>
<td>FCRD</td>
<td>SpecialMarket</td>
<td>A405</td>
<td>XP</td>
<td>30</td>
<td>2015-06-01</td>
<td>2016-02-31</td>
<td>-</td>
</tr>
<tr>
<td>TR</td>
<td>166100</td>
<td>TR</td>
<td>TTR</td>
<td>SpecialMarket</td>
<td>A405</td>
<td>XP</td>
<td>30</td>
<td>2015-06-01</td>
<td>2016-02-31</td>
<td>-</td>
</tr>
<tr>
<td>TCVM</td>
<td>167770</td>
<td>TCVM</td>
<td>CPM5</td>
<td>Market</td>
<td>C183</td>
<td>LD</td>
<td>305</td>
<td>2014-03-01</td>
<td>2016-02-29</td>
<td>-</td>
</tr>
</tbody>
</table>

Note: The ‘New Offer Exists’ column will indicate ‘Y’ for any expiring special or spot offer where a new special or spot offer including all active equipment has already been concurred. It is important to note that the new concurred offer does not necessarily have an effective date immediately following the expiration date of the expiring offer (e.g. an offer expiring in September may have a newly concurred offer effective in November, leaving October rates to be determined by Deprescription business rules).

3. Results can be filtered by using the available filter input field. Results are reduced based on any matching input characters.

4. If you want to export the displayed offers as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

5. Select a listed expiring offer to view its details. The Offer Details for an Expiring Agreements page is displayed with the Transaction History tab revealed (Exhibit 15).
6. If you want to export the displayed transaction history as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

7. If you want to create a copy of the offer, select the Go button (see Bid and Offer).

8. Select the Equipment tab to view the equipment of the displayed offer. The Offer Details for an Expiring Agreement (Equipment tab) is displayed (Exhibit 16).
9. If you want to export the displayed equipment as a CSV file, select the Export to CSV link (see Exporting Offers, Equipment Lists, or Transaction History as CSV).

10. Select either the X in the upper right corner or the Close button to close the Offer Details page.
Exporting Offers, Equipment Lists, or Transaction History as CSV

You can export displayed offers, equipment lists or transaction history as a CSV file from any one of the offer or offer detail pages.

1. Perform the steps to view an open, closed or expiring offer (see View Open Offers, View Closed Offers or View Expiring Agreements).

2. With offers, equipment lists or transaction history displayed, selected the associated Export to CSV link to export that data.

3. A message is displayed asking if you want to open or save the file.

4. Perform one of the following actions:
   a. Select **Save** to save the file locally. A dialogue box will ask for the file location.
   b. Select **Open** to open the file. The file will open in your local spreadsheet application (Exhibit 17). Use the options available within the spreadsheet application to sort or save the data.

*Exhibit 17. Example Exported Data*

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bid/Offer Version</td>
<td>163420</td>
<td>Bid Purpose</td>
<td>Initiating Carrier Re LTH</td>
<td>ETH</td>
<td>LMR</td>
<td>EMR</td>
<td>LAR</td>
<td>EAR</td>
<td>Transaction Date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>163420</td>
<td>2 Counter AARE</td>
<td>TST</td>
<td>1.1</td>
<td>1.1</td>
<td>1.1</td>
<td>1.1</td>
<td>3/1/2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>163420</td>
<td>1 Original RAIL</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>0.9</td>
<td>3/1/2013</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Viewing and Managing Offer Notifications

Direct links on the Home page allows users to view all open, closed or expiring offer notifications (see Exhibit 5). The numbers that appear as part of each sub-category reflect the number of offer notifications available for your company.

View Open Offer Notifications

Use the following procedure to view open offer notifications:

1. If not already on the Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select one of the listed sub-categories under the Open heading (Open Offer; No Activity - 30 Days Remain; Open Offer; No Activity - 15 Days Remain (Exhibit 18); No response to call for BFO; 13 days left to respond).

   Exhibit 18. Open Offer Notifications; No Activity - 30 Days Remain

   ![Open Offer Notifications; No Activity - 30 Days Remain](image)

3. Select a listed row to view the open offer associated with the notification (see View Open Offers).

View Closed Offer Notifications

Use the following procedure to view closed offer notifications:

1. If not already on the Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select one of the listed sub-categories under the Closed heading (“Cancelled offer; due to no activity after 45 days” or “Cancelled offer; effective date has passed”). See Exhibit 19.
3. Select a listed row to view the closed offer associated with the notification (see View Closed Offers).

**View Expiring Offer Notifications**

Use the following procedure to view expiring offer notifications:

1. If not already on the Home page, select the Home option on the menu. The home page is displayed (Exhibit 5).

2. Select one of the listed sub-categories under the Expiring heading (Spot rates of duration more than 60 days will expire in 60 days; Special rates of duration more than 60 days will expire in 60 days).

3. Select a listed row to view the expiring offer associated with the notification (see View Expiring Agreements).
Bid and Offer

CHRNSS enables users to create offers.

Create Offers—Message Input

The create bid and offers process is accomplished by completing input fields on multiple tabbed pages. There are input fields for Message Input, Transaction Details, Car Details, and Review Offer.

1. Select Bid and Offer > Create Offer. The Create Bid and Offer—Message Input page is displayed (Exhibit 20).

Exhibit 20. Create Bid and Offer—Message Input

2. Complete the available input fields:

   a. **Bid Purpose**: All messages must include the Bid Purpose. Use the dropdown to select the appropriate purpose. These are described in detail in the Car Hire Deprescription Rail-Cards® Business Rules. Valid values are shown in Exhibit 21.

   Exhibit 21. Bid Purpose Drop-Down

   b. **Bid Type**: Most messages include a Bid Type. Use the dropdown to select the appropriate type. These are described in detail in the Car Hire Deprescription Rail-Cards® Business Rules. Valid values are shown in Exhibit 22.
3. Select either the **Next** button or the **Transaction Details** tab to proceed to the transaction portion of the Offer. The available input fields vary based on the selected Bid Purpose. See **Transaction Details**.

**Transaction Details**

The available input fields vary based on the selected Bid Purpose. Proceed based on the following possible selections:

- **Original Offer** on page 18
- **Counter Offer** on page 21
- **Confirm (Concur) Offer** on page 22
- **Call Best & Final** on page 24
- **Respond Best & Final** on page 25
- **Cancel Offer** on page 26
- **Confirm Cancel** on page 27

**Original Offer**

Complete the steps for **Create Offers—Message Input** first, and then select **Original Offer** from the Bid Purpose drop-down list (**Exhibit 21**).

When you select **Original Offer** as the Bid Purpose on the Create Bid and Offer—Message Input page, the Transaction Details (for Original Offer) page is displayed (**Exhibit 23**).
Exhibit 23. Transaction Details (for Original Offer)

1. Complete mandatory fields. Fields for Original Offer include:

**Exhibit 24. Transaction Details Fields (for Original Offer)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From SCAC:</td>
<td>Road mark of road that is submitting the offer.</td>
</tr>
<tr>
<td>*To SCAC:</td>
<td>Road marks of the roads to which the offer is being sent to. Original offer may be sent to multiple roads (separated by a comma).</td>
</tr>
<tr>
<td>*Rates:</td>
<td>Amount being offered (at least one rate must be filled in):</td>
</tr>
<tr>
<td></td>
<td>LTH = Loaded Hourly rate</td>
</tr>
<tr>
<td></td>
<td>ETH = Empty Hourly rate</td>
</tr>
<tr>
<td></td>
<td>LMR = Loaded Mileage rate</td>
</tr>
<tr>
<td></td>
<td>EMR = Empty Mileage rate</td>
</tr>
<tr>
<td></td>
<td>LAR = Loaded Appurtenance rate</td>
</tr>
<tr>
<td></td>
<td>EAR = Empty Appurtenance rate</td>
</tr>
</tbody>
</table>

**Notes:** If cars do not have appurtenance rates, leave AR fields blank. If a submitter wants zero (.0) rates, submit .0 in the proposed rate field. If submitter leaves rate fields blank, system submits the current default rates.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date:</td>
<td>(Optional) Except for Spot Offers. If submitted, user must select first day of month. The calendar icon ( ) can be used to select the date. It only allows users to select the first day of the month.</td>
</tr>
</tbody>
</table>
### Notes:

- As a point of reference, this page contains a **CHARM Rates** button to display the current and the default Car Hire Accounting Rate Master (CHARM) rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select **Done** to close.

- When responding to an offer, you can download CHARM rates to a CSV file.

#### Exhibit 25. Current and Default CHARM Rates

<table>
<thead>
<tr>
<th>Car Mark</th>
<th>Car #</th>
<th>Bid/Offer #</th>
<th>Car Type Code</th>
<th>LTH</th>
<th>ETH</th>
<th>LMR</th>
<th>EMRC</th>
<th>LAR</th>
<th>EAR</th>
<th>LTH</th>
<th>ETH</th>
<th>LMR</th>
<th>EMRC</th>
<th>LAR</th>
<th>EAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAIL</td>
<td>0000000201</td>
<td>163560</td>
<td>4a32</td>
<td>.3</td>
<td>.3</td>
<td>.03</td>
<td>.03</td>
<td>0</td>
<td>0</td>
<td>.3</td>
<td>.17</td>
<td>.06</td>
<td>.06</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

2. Select **Next** or the Car Details tab to continue (see **Car Details**).
Counter Offer

Complete the steps for Create Offers—Message Input first and select Counter Offer from the Bid Purpose drop down (Exhibit 21).

When you select Counter Offer as the Bid Purpose on the Create Bid and Offer—Message Input page, the Transaction Details (for Counter Offer) page is displayed (Exhibit 26).

Exhibit 26. Transaction Details (for Counter Offer)

1. Complete mandatory fields. Fields for Counter Offer include:

Exhibit 27. Transaction Details Fields (for Counter Offer)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From SCAC:</td>
<td>Road mark of road that is submitting the counter offer.</td>
</tr>
<tr>
<td>*To SCAC:</td>
<td>Road marks of the roads to which the offer is being sent. Counter offers cannot be made to multiple roads.</td>
</tr>
<tr>
<td>Bid Offer Number:</td>
<td>Identification number (Railine ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</td>
</tr>
</tbody>
</table>
*Rates:*

Amount being offered (at least one rate must be filled in):

- **LTH** = Loaded Hourly rate
- **ETH** = Empty Hourly rate
- **LMR** = Loaded Mileage rate
- **EMR** = Empty Mileage rate
- **LAR** = Loaded Appurtenance rate
- **EAR** = Empty Appurtenance rate

**Notes:** If cars do not have appurtenance rates, leave AR fields blank. If a submitter wants zero (.0) rates, submit .0 in the proposed rate field. If submitter leaves rate fields blank, system submits the current default rates.

**Carrier Reference Number:** Optional field assigned by the submitter.

**Note:** As a point of reference, this page contains a **CHARM Rates** button to display the current and the default rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select **Done** to close.

**Note:** When a user selects **Counter** in response to an existing offer, the Transaction Details (for Counter Offer) page additionally contains a **Transaction History** button. When this button is selected a Transaction History of the offer is displayed (Exhibit 28). Select **Done** to close.

**Exhibit 28. Transaction History**

<table>
<thead>
<tr>
<th>Version</th>
<th>Bid Purpose</th>
<th>Init Mark</th>
<th>Carrier Ref</th>
<th>LTH</th>
<th>ETH</th>
<th>LMR</th>
<th>EMR</th>
<th>LAR</th>
<th>EAR</th>
<th>Trans Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Original</td>
<td>RAIL</td>
<td>A</td>
<td>A</td>
<td>.4</td>
<td>.04</td>
<td>.04</td>
<td>.04</td>
<td>.04</td>
<td>2013-05-10</td>
</tr>
</tbody>
</table>

2. Select **Next** or the Car Details tab to continue (see Car Details).

### Confirm (Concur) Offer

Complete the steps for **Create Offers—Message Input** first and select **Confirm (Concur) Offer** from the Bid Purpose drop down (Exhibit 21).

When you select **Confirm Offer** as the Bid Purpose on the Create Bid and Offer—Message Input page, the Transaction Details (for Confirm Offer) page is displayed (Exhibit 26).
1. Complete mandatory fields. Fields for Confirm Offer include:

Exhibit 30. Transaction Details Fields (for Confirm Offer)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From SCAC:</td>
<td>Road mark of road that is submitting the offer.</td>
</tr>
<tr>
<td>*To SCAC:</td>
<td>Road marks of the roads to which the offer is being sent. Confirm offers cannot be made to multiple roads.</td>
</tr>
<tr>
<td>*Bid Offer Number:</td>
<td>Identification number (Railinc ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</td>
</tr>
<tr>
<td>*Version</td>
<td>Sequence of bid &amp; offer transactions. Submitter may only concur to the latest version number.</td>
</tr>
<tr>
<td>Carrier Reference:</td>
<td>Optional field assigned by the submitter.</td>
</tr>
</tbody>
</table>

Note: As a point of reference, this page contains a CHARM Rates button to display the current and the default rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select Done to close.

Note: When a user selects Confirm/Concur in response to an existing offer, the Transaction Details (for Confirm/Concur) page additionally contains a Transaction History button. When this button is selected, a Transaction History of the offer is displayed (similar to Exhibit 28). Select Done to close.

2. Select Next or the Review Offer tab to continue (see Review Offer).
Call Best & Final

Complete the steps for Create Offers—Message Input first, and then select Call Best & Final from the Bid Purpose drop down (Exhibit 21).

When you select Call Best & Final as the Bid Purpose on the Create Bid and Offer—Message Input page, the Transaction Details (for Call Best & Final) page is displayed (Exhibit 26).

Exhibit 31. Transaction Details (for Call Best & Final)

1. Complete the mandatory fields. Fields for Call Best & Final include:

   Exhibit 32. Transaction Details Fields (for Call Best & Final)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From SCAC:</td>
<td>Road mark of road that is submitting the Call Best &amp; Final offer.</td>
</tr>
<tr>
<td>*To SCAC:</td>
<td>Road marks of the roads to which the offer is being sent. Call Best &amp; Final offers cannot be made to multiple roads.</td>
</tr>
<tr>
<td>*Bid Offer Number:</td>
<td>Identification number (Railine ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</td>
</tr>
<tr>
<td>Carrier Reference:</td>
<td>Optional field assigned by the submitter.</td>
</tr>
</tbody>
</table>

Note: As a point of reference, this page contains a CHARM Rates button to display the current and the default rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select Done to close.

Note: When a user selects Call Best & Final in response to an existing offer, the Transaction Details (for Call Best & Final) page additionally contains a Transaction History button. When this button is selected, a Transaction History of the offer is displayed (similar to Exhibit 28). Select Done to close.

2. Select Next or the Review Offer tab to continue (see Review Offer).
Respond Best & Final

Complete the steps for Create Offers—Message Input first and select Respond Best & Final from the Bid Purpose drop down (Exhibit 21). Respond Best & Final does not require Bid Type.

When you select Respond Best & Final as the Bid Purpose on the Create Bid and Offer—Message Input page, the Transaction Details (for Respond Best & Final) page is displayed (Exhibit 33).

Exhibit 33. Transaction Details (for Respond Best & Final)

1. Complete the mandatory fields. Fields for Respond Best & Final include:

Exhibit 34. Transaction Details Fields (for Respond Best & Final)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*From SCAC</td>
<td>Road mark of road that is submitting the offer</td>
</tr>
<tr>
<td>*To SCAC</td>
<td>Road marks of the roads to which the offer is being sent. Respond Best &amp; Final offers cannot be made to multiple roads.</td>
</tr>
</tbody>
</table>
Bid and Offer

<table>
<thead>
<tr>
<th>Bid Offer Number:</th>
<th>Identification number (Railinc ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</th>
</tr>
</thead>
</table>
| *Rates:*         | Amount being offered (at least one rate must be filled in):  
|                  | LTH = Loaded Hourly rate  
|                  | ETH = Empty Hourly rate  
|                  | LMR = Loaded Mileage rate  
|                  | EMR = Empty Mileage rate  
|                  | LAR = Loaded Appurtenance rate  
|                  | EAR = Empty Appurtenance rate  
| Notes:           | If cars do not have appurtenance rates, leave AR fields blank. If a submitter wants zero (.0) rates, submit .0 in the proposed rate field. If submitter leaves rate fields blank, system submits the current default rates. |
| Carrier Reference: | Optional field assigned by the submitter. |

Note: As a point of reference, this page contains a CHARM Rates button to display the current and the default rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select Done to close.

Note: When a user selects Respond Best & Final in response to an existing offer, the Transaction Details (for Respond Best & Final) page additionally contains a Transaction History button. When this button is selected a Transaction History of the offer is displayed (similar to Exhibit 28). Select Done to close.

2. Select Next or the Review Offer tab to continue (see Review Offer).

Cancel Offer

Complete the steps for Create Offers—Message Input first, and then select Cancel Offer from the Bid Purpose drop-down list (Exhibit 21).

When you select Cancel Offer on the Create Bid and Offer—Message Input page, the Transaction Details (for Cancel Offer) page is displayed (Exhibit 35).

Note: Only the party making the initial offer may cancel an offer.
1. Complete the mandatory fields. Fields for Cancel Offer include:

**Exhibit 36. Transaction Details Fields (for Cancel Offer)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>From SCAC:</em></td>
<td>Road mark of road that is submitting the offer</td>
</tr>
<tr>
<td><em>To SCAC:</em></td>
<td>Road marks of the roads to which the offer is being sent. Cancel offers cannot be made to multiple roads.</td>
</tr>
<tr>
<td><em>Bid Offer Number:</em></td>
<td>Identification number (Railinc ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</td>
</tr>
<tr>
<td>Carrier Reference:</td>
<td>Optional field assigned by the submitter.</td>
</tr>
</tbody>
</table>

**Note:** As a point of reference, this page contains a CHARM Rates button to display the current and the default rates (Exhibit 25). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select Done to close.

**Note:** When a user selects Cancel in response to an existing offer, the Transaction Details (for Cancel Offer) page additionally contains a Transaction History button. When this button is selected a Transaction History of the offer is displayed (similar to Exhibit 28). Select Done to close.

2. Select Next or the Review Offer tab to continue (see Review Offer).

**Confirm Cancel**

Complete the steps for Create Offers—Message Input first, and then select Confirm Cancel from the Bid Purpose drop-down list (Exhibit 21).

When you select Confirm Cancel on the Create Bid and Offer—Message Input page, the Transaction Details (for Confirm Cancel) page is displayed (Exhibit 37).

**Note:** Confirm Cancel is only used when there has been a counter offer. If there has been a counter offer, the user road (road that submitted the counter) must agree to the Cancel.
1. Complete mandatory fields. Fields for Confirm Cancel include:

**Exhibit 38. Transaction Details Fields (for Confirm Cancel)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>From SCAC:</em></td>
<td>Road mark of road that is submitting the offer</td>
</tr>
<tr>
<td><em>To SCAC:</em></td>
<td>Road marks of the roads to which the offer is being sent. Confirm Cancel offers cannot be made to multiple roads.</td>
</tr>
<tr>
<td><em>Bid Offer Number:</em></td>
<td>Identification number (Railinc ID Number) assigned by Rail-Cards to a new offer between two parties. The bid &amp; offer number is a 9 digit number, 1st and last digit is always the same. If the bid &amp; offer number ends in a 0, fill in with preceding 0’s.</td>
</tr>
<tr>
<td>Carrier Reference:*</td>
<td>Optional field assigned by the submitter.</td>
</tr>
</tbody>
</table>

**Note:** As a point of reference, this page contains a CHARM Rates button to display the current and the default rates (**Exhibit 25**). However, this option is not available until equipment has been entered on the Car Details tab. Additionally, the Mark of the owner of the equipment and the system user must match for rates to display. Select **Done** to close.

**Note:** When a user selects **Confirm Cancel** in response to an existing offer, the Transaction Details (for Confirm Cancel) page additionally contains a **Transaction History** button. When this button is selected, a Transaction History of the offer is displayed (similar to **Exhibit 28**). Select **Done** to close.

2. Select **Next** or the Review Offer tab to continue (see **Review Offer**).
Car Details

When creating an Original Offer, there is an additional step to provide car details. The Create Bid and Offer—Car Details page is displayed when the Car Details tab is selected (Exhibit 39).

**Exhibit 39. Create Bid and Offer—Car Details**

1. Either use the CSV Upload option to **Browse** for a CSV file and **Upload** a list of cars or use the manual input option to enter a car or range of cars (fields are defined in Exhibit 41).

**CSV Upload**

The format for the CSV Upload file is shown below (viewed in Excel).
When you select **Upload**, the system automatically removes any invalid cars from the offer and generates a list of cars in error (see Exhibit 40). You can save this list of cars in error as a CSV file by selecting the “Click here” link in the cars in error message at the top of the page.

*Exhibit 40. Car Details (CSV Upload Showing Cars in Error)*
**Manual Input**

For a manual input, type the details for the cars to which the proposed rates would apply. Enter information for a single car in the Low Number field, or enter information for a range of cars using both the Low Number and High Number fields.

**Exhibit 41. Manual Input Car Details Fields**

<table>
<thead>
<tr>
<th><strong>Car Mark</strong></th>
<th>Equipment unit initial code.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Low Number</strong></td>
<td>Used to identify a single car, or if a series of cars is used, it is the lowest car number in the series.</td>
</tr>
<tr>
<td><strong>High Number</strong></td>
<td>In a series of cars of the same mark, it is the highest car number in the series.</td>
</tr>
</tbody>
</table>

**Car Type**

*Note: If Mechanical Designation is supplied, Equipment Type is not required.

1 to 4 characters of this code is valid entry (e.g., A431). Partial car type code A4* (example) would look for equipment under the A4* CTC.

- If all cars are the same Car Type, enter Car Type once, and system uses the same type for all cars processed.
- To submit an original offer by Car type (with no car numbers required), enter the Car Initial and Equipment Type. If there are more than 10,000 cars for that initial, the offer is rejected.

**Mechanical Designation**

*Note: If Equipment Type is supplied, Mechanical Designation is not required.

Indicates general category of a car’s design (e.g., XL).

- If all cars are the same Mechanical Designation, enter Mechanical Designation once, and system uses the same MD for all cars processed.
- To submit an original offer by Mechanical Designation (with no car numbers required), enter the Car Initial and Mechanical Designation. If there are more than 10,000 cars for that initial, the offer is rejected.

Select **Add**. The entered cars are added to the Car List at the bottom of the page (Exhibit 42).

**Note:** Only the valid cars appear in the list. If invalid cars are entered, they are not added to the offer.

**Exhibit 42. Create Bid and Offer—Car Details (showing the Car List)**
2. If necessary, use the check boxes and the **Delete** button to remove any unwanted cars from the list. Use the **Select All** button and the **Delete** button to delete all cars from the list. In either case, a confirmation dialog box is displayed with the selected equipment. Select **Yes** to confirm the deletion. The **Unselect All** button can be used to unselect any selected boxes.

3. When all cars have been added, select **Next** or the Review Offer tab to continue (see Review Offer).

---

**Review Offer**

The final step in the create bid & offer process is to review the offer details and then submit it. The Create Bid and Offer—Review Offer page is displayed when the Review Offer tab is selected (Exhibit 43).

*Exhibit 43. Review Offer*

![Image of Review Offer page]

1. Once ready to submit the offer, select **Submit**. If all validations pass, a “Message sent successfully” indicator is displayed (Exhibit 44).
2. If the submit was successful, perform one of the following actions:

   a. Select **Copy** in order to create another bid & offer based on the one just submitted. The transaction details page is displayed (see **Transaction Details**).

      **Note:** When creating a copy, only the information on the Transaction Details tab can be changed, not the included equipment.

   b. Select **Done** to close the current bid & offer. The Create Bid and Offer page is displayed allowing you to input another bid & offer (see **Create Offers**).

3. If the submit was not successful, you may have the option to download the car(s) found in error to a CSV file (see **Exhibit 45**).

**Exhibit 45. Create Bid and Offer Showing Option to Download Cars in Error**
The Queries menu item enables you to perform either a Bid Offer or a Car Hire Accounting Rate Master (CHARM) query.

Performing a Bid Offer Query

Use the following procedure to perform a Bid Offer query:

1. Select Queries. The Queries Selection page is displayed (Exhibit 46).

Exhibit 46. Queries Selection

2. From the Select Query drop-down, select Bid Offer. The Bid Offer Query page is displayed (Exhibit 47).

Exhibit 47. Bid Offer Query

3. Complete the available input fields. You must provide at least two search parameters unless you are entering a Bid/Offer Number.

   Note: Select System to search Bid Offers for equipment you own. Select Foreign to search Bid Offers for equipment you do not own. Select Both if you want to search Bid Offers for equipment whether you own it or not.

4. Select Search to initiate the query. Query results are displayed (Exhibit 48).
5. Perform one of the following actions:

- Select a column header to have the search results sorted alphabetically ascending by that selection. Select the same column again to have the results sorted in descending order.

- Select a specific row to display the details of that record (see step 6 below).

- Select Export to CSV to have the displayed results exported to a CSV file. The search results are opened in your local spreadsheet application where that can be saved or analyzed (Exhibit 49).

6. If you select a row to display the record details, the Offer Details popup window is displayed (see Exhibit 50).
The Offer Details popup window enables you view bid offer information, latest transaction details, and details about the equipment and transaction history. Each section in this popup window has unique functionality as described below:

- In the Bid Offer section, you can view all of the information in a field (for example, the Car Type Code field) by left-clicking in the field and holding the left mouse button down as you move to the right and left to highlight and view all of the information in that field.

- In the Latest Transaction Details section, you can respond to an offer or copy an offer, depending on the offer status. If the offer status is “Open”, you can only respond to the offer. If the offer status is “Concurred”, “Cancelled”, or “Expired”, you can only copy the offer.

- In the Details section, you can select the Equipment or Transaction History tab, and then select Export to CSV to export the detailed data to a CSV file.
The following table describes the CHARM Rate Type Codes, which are displayed in the Equipment tab of the Details section.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>BFO rate on market cars.</td>
</tr>
<tr>
<td>D</td>
<td>Post arbitration-period rate on market cars.</td>
</tr>
<tr>
<td>L</td>
<td>Spot bilateral rate on non-market equipment.</td>
</tr>
<tr>
<td>M</td>
<td>Market rate on market cars.</td>
</tr>
<tr>
<td>N</td>
<td>Post BFO-period rate on market cars.</td>
</tr>
<tr>
<td>O</td>
<td>Default rate on market cars.</td>
</tr>
<tr>
<td>R</td>
<td>Arbitrated Rate (rates set through the arbitration process).</td>
</tr>
<tr>
<td>S</td>
<td>Spot market rate on market cars.</td>
</tr>
<tr>
<td>U</td>
<td>Base rate on non-market equipment.</td>
</tr>
<tr>
<td>V</td>
<td>Special bilateral rate on non-market equipment.</td>
</tr>
<tr>
<td>W</td>
<td>Bilateral rate on non-market equipment.</td>
</tr>
<tr>
<td>Z</td>
<td>Special market rate on market equipment.</td>
</tr>
</tbody>
</table>

Performing a CHARM Query

Use the following procedure to perform a Car Hire Accounting Rate Master (CHARM) query:

1. Select Queries. The Queries Selection page is displayed (Exhibit 46).

2. From the Select Query drop-down, select CHARM. The CHARM Query page is displayed (Exhibit 51).

Exhibit 51. CHARM Query Page

The CHARM Query page allows you to choose CHARM file dates, edit filters, and re-run your five most recent queries.

3. Use the calendar tools to select the date range containing the CHARM file(s) you want to query.

   Note: You can access CHARM files for any 30 to 90-day period.

4. Select Edit filters. The Filters popup is displayed (Exhibit 52).
Exhibit 52. Filters Popup

The Filters popup enables you to select the filter(s) you want to use for your query.

**Note:** You can select the **Exclude Default Rates** checkbox to see only negotiated rates, select **Exclude Private Cars** to see only Railroad-marked equipment, and select **Exclude Zero Rates** to exclude rates for cars that have a rate indicator of 6 or 0.

5. Select at least one filter checkbox, and then select **OK**. You are returned to the CHARM Query page, which now displays the filter(s) you selected as well as an empty search parameter field for each filter (Exhibit 53).

Exhibit 53. CHARM Query Page Showing Selected Filter(s)

6. Complete the search parameter field associated with each filter (e.g., type the Owner Mark you want to query).

**Notes:**

- Certain search parameter fields contain lists of items (i.e., CHARM Rate Type, Floor Type, Lining Type, Plate Code, and Status). You can use Ctrl+Left Click to select multiple values for these search parameters.
- You can also use a wildcard (*) in certain fields (Car Initial, Owner Mark, and User Mark) when searching.
- You can search for up to 50 bid offers and up to 50 car type codes. You may also exclude up to 50 car type codes (however, you cannot use wildcards when excluding). In some browsers, you can select the bottom right to expand the field.
7. Select **Search** to initiate the query. Query results are displayed at the bottom of the CHARM Query page (Exhibit 54).

**Exhibit 54. CHARM Query Results**

![ charm query results image ]

**Note:** The CHARM Query Results page displays up to 1500 records that match your query criteria. You can export the results to a comma separated value (CSV) file to view up to 100,000 records.

8. Perform one of the following actions:

- **Select Options** to display the Column Selection Options popup, which you can use to select only the columns you want to view.

- Select a column header to sort the search results in ascending order by that selection. Select the same column again to have the results sorted in descending order.

- Select your desired records, and then select **Create Offer** to create a new offer based on your selection. The bid/offer creation wizard opens with the cars included from your selection (see “Bid and Offer” on page 17 for more information).

  **Note:** Similar to the copy offer functionality, the equipment cannot be changed when creating an offer from a query result.
• Select CSV to export all the results to a CSV file (not just the selected columns). The search results are opened in your local spreadsheet application where they can be saved or analyzed (Exhibit 55).

**Exhibit 55. CSV Export of CHARM Query**

| Owner N/A | User Mark Car Initial | Car Numb | Bid Offer | Mechanic Car Type | CHARM Data | CHARM Bid | Unit Rate | L# | T#M | E# | S#R | L#R | LR | D#Reifor Di Exp
|-----------|---------------------|---------|----------|-------------------|------------|----------|----------|----|----|----|----|----|----|-----------------
| RAIL      | A                   | RAIL    | 1        | 0 MMX             | M030       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 37       | 0 D              | B041       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 37       | 0 D              | B041       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 100      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 100      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 225      | 0 MG            | G024       | 10/1/2015 | U      | Defaul R - Railns | 0.59 | 0.34 | 0.37 | 0.70 | 0   | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 231      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 236      | 0 FC            | S012       | 10/1/2015 | U      | Defaul R - Railns | 0.7  | 0.44 | 0.7  | 0.04 | 0   | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 245      | 0 MMX           | K034       | 10/1/2015 | U      | Defaul R - Railns | 0.5  | 0.38 | 0.38 | 0.03 | 0   | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 251      | 0 ST            | Q033       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 261      | 0 Z             | Z901       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 266      | 0 FA            | Y071       | 10/1/2015 | U      | Default R - Railns | 0.6  | 0.06 | 0.6  | 0.06 | 0   | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 271      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 272      | 0 LO            | C012       | 10/1/2015 | U      | Default R - Railns | 0.05 | 0.07 | 0.03 | 0.07 | 0   | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 302      | 0 MMX           | M020       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 303      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 304      | 0 MMX           | M100       | 10/1/2015 | U      | Base R 8 - Zero-R | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 306      | 0 Z             | Z991       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 307      | 0 Z             | Z991       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 308      | 0 Z             | Z991       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 310      | 0 Z             | Z991       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |
| RAIL      | A                   | RAIL    | 311      | 0 U             | U001       | 10/1/2015 | U      | Base R 8 - Limits | 0   | 0  | 0  | 0  | 0  | 0  | 8/1/2015 12:31:00 |

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**Documentation**

The documentation menu (Exhibit 56) enables you to download the latest version of this user guide and a set of Frequently Asked Questions (FAQs).

**Exhibit 56. Documentation Menu**

- Documentation
- User Guide
- FAQ
Error Messages

The following are the most common error messages, with a short description of how to interpret each. If you receive an error message that is not listed below, contact the Customer Success Center at csc@railinc.com or call toll-free at 800-544-7245.

Note: If a road receives an error message, the entire bid and offer submission must be reentered.

3  CIC Invalid Selection Criteria No Cars Found: This error is similar to 161 (see below). Error 3 indicates that an offer has been made; however, no cars have been found that match the offer type. Road ABCD makes a market offer on cars ABCD 34 through 77, Equipment Type Code B234. RAIL-CARDS finds B234 cars in the series; however, all the cars are prescribed and not eligible for a market offer. An Error Message 3 is returned.

7  Transaction/Bid Number Not Found in Database: While processing a message from a road, RAIL-CARDS is unable to find the supplied Bid & Offer Number.

9  More Than 10,000 Cars: An offer has been made which contains more than 10,000 cars, which is the current limit of the system (by design).

11  Car Found Which Exists in Another Offer: Road ABCD makes an offer to Road ASDF on cars ABCD 45 through 88. Car ABCD 56 exists in an earlier offer that is still open between the two parties. The system will generate an 11 Error Message, giving the Bid & Offer Number of the earlier offer between the two parties.

21  Call For Best And Final Found: Road QWER is calling for a BFO on Bid & Offer 123456781 with Road MNBV. The system finds a call for BFO already exists for this offer between these two roads.

44  Road Already Responded To Best And Final: Road TGBN sends in a response to a call for BFO. RAIL-CARDS finds a response from Road TGBN already exists.

46  Offer Closed - Bid Concurred: An attempt has been made to concur to an offer that has already been agreed to.

147  DRT Segment Required: The system is processing a 432 EDI message that requires a DRT rate segment and is unable to find one.

161  No Equipment in Requested Range: This error is returned when RAIL-CARDS is unable to find any equipment that matches a CIC segment. For instance, Road ABCD makes an offer and the CIC segment shows cars marked ABCD between the numbers 23 and 678, with an equipment type code of C113. If the system finds no C113 cars with numbers between 23 and 678 with the mark ABCD, it will return a 161 Error Message.
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